



Based on Survey of Patients' Hospital Experiences (HCAHPS)

Provider Number	Hospital Name	Address 1
070007	LAWRENCE & MEMORIAL HOSPITAL	365 MONTAUK AVE

L&M

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Address 2	Address 3	City	State
		NEW LONDON	CT



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ZIP Code	County Name	Phone Number (Old)
06320	NEW LONDON	

Percent of patients who reported that their nurses "Sometimes" or "Never" communicated well.



6%

Percent of patients who reported that their nurses "Usually" communicated well.



19%

Percent of patients who reported that their nurses "Always" communicated well.

75%

Percent of patients who reported that their doctors "Sometimes" or "Never" communicated well.

7%

Percent of patients who reported that their doctors "Usually" communicated well.



18%

Percent of patients who reported that their doctors "Always" communicated well.

75%

Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.



14%

Percent of patients who reported that they "Usually" received help as soon as they wanted.

28%

Percent of patients who reported that they "Always" received help as soon as they wanted.

58%

Percent of patients who reported that their pain was "Sometimes" or "Never" well controlled.

9%

Percent of patients who reported that their pain was "Usually" well controlled.



22%

Percent of patients who reported that their pain was "Always" well controlled.



69%

Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.



27%

Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.

17%

Percent of patients who reported that staff "Always" explained about medicines before giving it to them.

56%

Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.



11%

Percent of patients who reported that their room and bathroom were "Usually" clean.



24%

Percent of patients who reported that their room and bathroom were "Always" clean.



65%

Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.



20%

Percent of patients who reported that the area around their room was "Usually" quiet at night.

34%

Percent of patients who reported that the area around their room was "Always" quiet at night.



46%

Percent of patients who reported that YES, they were given information about what to do during their recovery at home.



80%

Percent of patients who reported that they were not given information about what to do during their recovery at home.

20%

Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).



12%



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Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0
(lowest) to 10 (highest).



28%

Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0
(lowest) to 10 (highest).



60%

Percent of patients who reported NO,they would not recommend the hospital.

4%

Percent of patients who reported YES,they would probably recommend the hospital.



27%



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Percent of patients who reported YES, they would definitely recommend the hospital.



69%

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Number of Completed Surveys

300 or more



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Survey Response Rate Percent	Survey Footnote
	32%

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Hospital Footnote